

Susan Schoenfeld
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Career Objective

Seeking opportunities that utilize my organizational development, management, consulting, and training experience.

Professional Experience

Loeb Consulting Group 2014-present

Senior Consultant presenting workshops on Management Skills to Law firm Administrators

Baker & McKenzie Chicago, IL 2013

Professional Development & Performance Manager Consultant (Contract Position)
Responsible for Attorney Review Process and Professional Development Action Plans.

Goodwill Industries Milwaukee, WI 2011-2012

Program Design & Curriculum Manager

Responsible for designing curriculum, managing training details and facilitating the training for business development projects in Southeastern Wisconsin.

Accomplishments:

- Designed the curriculum for a three day Orientation program at Wheaton Franciscan Healthcare focusing on customer service which has improved employee satisfaction and performance.
- Created and presented a mentoring program for clients at Goodwill which has improved productivity.
- Developed a Healthy Eating program which has increased the number of healthy foods purchased.

Foley & Lardner LLP Milwaukee, WI 1999 - 2010

Professional Development Director

Responsible for designing and managing the orientation, development, and training for 1,000 attorneys in 17 offices (including Shanghai and Tokyo); worked with attorneys on communication concerns.

Accomplishments:

- Increased seminar attendance 40 % by creating, marketing and presenting innovative training programs to attorneys and clients; wrote and produced training videos for seminars
- Managed \$750,000 budget, including contract negotiations, vendor selection, hiring and assessment, and event planning, that resulted in a \$500,000 reduction in seminar expenses
- Coached attorneys on presentation skills including creating PowerPoint presentations, writing and delivering speeches and improving fluency for foreign attorneys
- Eliminated travel costs to accommodate a change in policy while still enabling attorneys to meet their Continuing Legal Education (CLE) requirements in 28 states by initiating the delivery of over 300 seminars annually via telephone, webcast, videoconference and external vendors
- Designed, implemented and monitored a mentor program for associates that included training mentors as well as social events and monthly seminars on technical and interpersonal communication topics, resulting in improved retention and associate satisfaction
- Provided leadership in the annual firm-wide event that selected and honored eight individuals for outstanding contributions to the community that resulted in awarding \$40,000 to the winners' charities; promoted, solicited, and analyzed nominations
- Created a 10 session on-going orientation program for new associates that improved their integration into the firm
- Directed a four day Trial Advocacy Training program that resulted in hands-on trial experience for associates; responsibilities included hiring 25 actors, scheduling federal courtrooms, selecting 50 high school "jurors", and organizing 25 attorney instructors
- Developed, facilitated and organized a "Management Skills" series for staff in all major offices
- Wrote a quarterly Professional Development Newsletter to communicate the accomplishment of my department
- Created marketing opportunities by inviting clients to attend seminars presented by the attorneys

Marquette University, University of Wisconsin - Milwaukee, Mt. Mary College and Milwaukee Institute of Art & Design

Instructor and Lecturer Milwaukee, WI 1985 to 2014

- Supervised student teachers from UWM in their teaching of High School English
- Developed a Presentation Skills course and a course in Creative Dramatics/Theatre Production for Teachers
- Received excellent student evaluations from those who attended the courses I taught in Public Speaking, Small Group Communication, Interviewing, Persuasive Speaking and Interpersonal Communication

Extendicare Health Services, Inc.

Milwaukee, WI

1995 to 1999

Training Manager

Responsible for designing, managing and delivering orientations and training to 350 employees in 240 nursing homes nationwide

Accomplishments:

- Designed and managed a six-day training program for Administrators and Directors of Nursing resulting in improved performance and fewer facility citations
- Conducted performance improvement interviews with employees as part of change management efforts, resulting in improved environment for patients and staff
- Conducted Change Management Workshops for staff
- Coordinated continuous quality improvement efforts which improved performance of staff
- Launched a company-wide workshop program based on staff suggestions resulting in continuing education for employees at no additional cost to the company

Sue Schoenfeld & Associates

Milwaukee, WI

1989 to 2006

President/Entrepreneur

Created a consulting firm that provided customized coaching, seminars, strategic planning and motivational speaking services to individuals, businesses, and community groups statewide

Clients included: *Adelman Travel, Hyatt Corporation, Time Warner, American Institute of Bankers, Engineers & Scientists of Milwaukee, Paralegal Association, Society of Health Care Recruiters, WI Credit Management Association, Giddings & Lewis, Dietary Management Association, Pharmacy Association, League of Wisconsin Municipalities, Wisconsin Parking Association, Milwaukee Journal/Sentinel, Mercury Marine, Harley-Davidson, National Association of Realtors, Greenberg Traurig, Municipal Attorneys Institute, Dewitt Ross & Stevens LLP, NALP, Urban Initiatives, Chicago Bar Assoc. Unicare, Autism Society, Hinshaw & Culbertson LLP, Council of Residential Specialists and Purchasing Managers Association.*

- Created a televised segment on conflict resolution for WITI – Channel 6
- Interviewed on WTMJ – Channel 4 to critique body language of Bill Clinton, following Monica Lewinsky allegations

Additional Skills and Experience

- *Director and Manager* of the Theater Department at Mount Mary College. Promoted, recruited, scheduled, budgeted, and coordinated staff. Wrote press releases, public service announcements, and television ads. Designed promotional materials. Directed two plays annually, each presented to 4000 children and adults.
- *Actress* with the Milwaukee Repertory Theater
- *DISC Instructor certification*

Volunteer Leadership

- Professional Development Consortium: (National organization of Professional Development Directors of law firms) Board Member/Secretary
 - Successfully organized a national conference in Chicago
 - Published in “The Professional Development Quarterly” and “Best Practices in Attorney Professional Development”
- American Society for Training and Development: Vice President local chapter
- Renaissance Theaterworks: Vice President
- Lakefront Festival of the Arts: Chair of Demonstrations and Special Events Committee
- Directed volunteer actors and back-stage work-hands in several community theater productions
- Chair of the Historical Society Anniversary Walking Tour
- Milwaukee Public Theater Board Member
- CASA – Kids Matter

Professional Affiliation

- TEMPO Milwaukee: Served on Program Committee, Membership Committee and facilitated strategic planning sessions
- Associated Speakers
- Professional Development Consortium – Board Member

Education

- University of Wisconsin - Madison: Bachelor of Science - Speech
- University of Wisconsin - Madison: Master of Arts - Communication